

MEMBER BENEFITS:

Save 10% on Clio Practice Management Software

By Micah J. Fincher

The *Louisiana Bar Journal* Editorial Board, in collaboration with the Louisiana State Bar Association's (LSBA) Outreach Committee, continues its series of articles highlighting benefits available to LSBA members. This article features Sarah L. Pfeiffer in a Q&A about Clio, a web-based practice management software platform.

Q. Hi Sarah, tell us about yourself and where you live and practice.

A. I was born and raised in rural Oklahoma and moved to New York City for work and earned my bachelor's degree from Columbia University. I began law school at the University of Kentucky but spent my last year at Tulane as a visiting student. I remember driving into New Orleans for the first time and feeling like I was finally home. I am a family mediator and divorce attorney. I help families maintain important relationships while resolving their legal and financial issues.

Q. What is Clio? How do you use it?

A. I have used Clio since I began my own practice for practice management and time keeping. In addition to managing my calendar and organizing contacts, time and notes by matter, Clio helps me track clients as they review documents

and communications I send them. The software uses an intuitive dashboard layout that shows me where I left off work the last time I logged in. The software is easy to use and fast.

Q. Tell us about some of your other favorite features.

A. Clio integrates with many of the other services I use in my practice. These include Google Apps (for contacts and email), Zero (for accounting) and Law Pay (to accept credit card payments). But my favorite thing about Clio is the customer service. It's superb. A real person helps resolve my questions with helpful step-by-step instructions. Clio also has a mobile app, so you can check your calendar and files on the go.

Q. How do your clients use Clio?

A. I share documents and files with clients through Clio's client portal. Then Clio's dashboard shows me what my clients have reviewed and when. This makes it easy to follow up to answer clients' questions about the materials my clients and I share.

Q. What discount does Clio offer LSBA members? How do you claim it?

A. LSBA members receive a 10 percent discount. You can claim the discount by following this link: <https://landing.clio.com/labar>.

Micah J. Fincher is the chair of the LSBA's Outreach Committee. He is a graduate of Louisiana State University Paul M. Hebert Law Center and currently practices in intellectual property and technology law at Jones Walker LLP in New Orleans.



Sarah L. Pfeiffer is a graduate of Columbia University and Tulane University Law School. As a principal of the Law Office of Sarah Pfeiffer, her practice includes all aspects of family law with a focus on mediation in the Greater New Orleans area.



Have you used a member benefit through the LSBA? Tell us about it! Contact the Outreach Committee at outreach@lsba.org with questions, comments and ideas for future "Member Benefits" articles. Remember . . . you can always learn more about discounts on the LSBA's website at www.lsba.org/Members/DiscountBusinessServices.aspx.